

ABSTRACT

Include Figure 2

Web-based telephony applications have recently been developed whereby a user is able to access a web-site and click on links or buttons in order to establish a voice over internet protocol telephone call from for example, his or her PC phone, to another user at another telephone terminal (PC phone or other suitable type of telephone). By enabling a web-based telephony application to receive URIs containing time information it is possible to enable telephone calls (including conference calls) to be initiated automatically at specified times or for feature keys on a user's telephone terminal to be programmed such that when activated at a particular time, a specified telephone call is initiated. In addition, URIs comprising time information may be used to set up "follow-me" functionality whereby all calls to a particular user are directed to different pre-specified directory numbers depending on the time of day. In another example, URIs comprising time information are used to route calls to contact-centre agents in order to reduce the burden on contact centre routing applications. URIs comprising time information are also advantageously used to communicate information to other entities.